FAQs for Roaming

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Updated as of 14 March 2024

5G Roaming

1. **Who can subscribe for 5G Roaming?**

   Singtel mobile customers using a 5G enabled mobile device with a 5G NOW subscription (part of mobile plan or add-on) with Pay As You Roam or AutoRoam can enjoy 5G Roaming at destinations that support 5G Roaming depending on roaming partners.

2. **What data roaming plans can I sign up for in order to enjoy 5G Roaming?**

   You may sign up for any data roaming plan provided by Singtel to enjoy 5G Roaming in destinations with 5G Roaming and covered in the plans and preferred networks.

   For non-preferred networks that support 5G Roaming, usage will be charged based on current pay-per-use rates. Please click here for more information.

3. **Which destinations support 5G Roaming?**

   Click here for the list of destinations & operators that support 5G Roaming:

   Note: This list is subject to updates by Singtel without prior notice.

4. **Do I need to change any settings on my device to enjoy 5G Roaming?**

   Please perform the following steps in order to enjoy 5G Roaming:
   1. Check that the following Data Roaming settings are enabled:
      - Your device setting
      - 'Roaming Settings' within My Singtel app
   2. Check that 5G network setting is enabled on your device.
   3. Manually select and connect to any of the 5G available networks mentioned above.

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LTE Roaming

1. **What is LTE roaming?**

   LTE Roaming, also commonly known as 4G Roaming, offers faster speed than 3G. Customers on Singtel's 4G network will be able to seamlessly roam & enjoy a consistent 4G experience enabling rich content data applications with our overseas preferred operators.

2. **What data roaming plans can I sign up for in order to enjoy LTE roaming?**

   Please click here for more information.

3. **What are the pre-requisites to sign up for a roaming plan to use LTE roaming?**

   Only postpaid mobile customers and Broadband on Mobile customers fulfilling all the following requirements are eligible to sign up for a DataRoam Plan:
   - AutoRoam or Pay-As-U-Roam service
   - GPRS
   - LTE VAS
   - Using a LTE supported device

4. **Will I be charged a different rate for pay per use on LTE roaming?**

   No, you will be charged at the same pay-per-use rates. Please click here for the rates by destination.

5. **Can I use a WiFi dongle or tablet for LTE roaming?**

   Yes. However the device must be LTE supported to access LTE roaming. Please check with your device manufacturer to determine if your device is LTE supported. In addition, please ensure that you have the pre-requisites to access data on LTE networks.

6. **Do I need to change any settings on my device to enjoy LTE roaming?**

   Please perform the following steps in order to enjoy LTE roaming:
   1. Check that the following Data Roaming settings are enabled
      - Your device setting
      - 'Roaming Settings' within My Singtel app
   2. Check that LTE network setting is enabled on your device
   3. Manually select and connect to preferred network.

7. **Are Multi-SIM users able to use LTE roaming with multiple devices?**

   You may not be able to use LTE roaming on all your devices as it is subjected to foreign operator's network restrictions.

   Note: Multi-SIM customers will incur data roaming charges on a per SIM card basis. For instance, a customer with data roaming switched on for 2 devices (with data roaming usage detected on both devices) will incur charges on both SIM cards.

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VoLTE Roaming

1. **What is VoLTE Roaming call?**

   It refers to Voice Roaming calls made over LTE.

2. **Is there any difference in retail rate charging?**

   No, VoLTE calls is charged at the same rate as normal calls. Please click here to view the current published rates for calls.

3. **What is VoLTE Roaming SMS?**

   It refers to SMS sent via LTE. VoLTE Roaming charges will be as per Roaming SMS charges ($0.80 Roaming SMS + Local SMS deduction).

4. **Where can I use VoLTE Roaming?**

   In order to use VoLTE Roaming, you will need to have all of the following:

   - Ensure you have '4G Clear Voice' activated
   - A VoLTE supported device:
     - All 4G devices can support VoLTE if enabled on handset settings
     - All 5G devices can support VoLTE
   - Connect to a VoLTE Roaming supported partner operator

5. **Which operators support VoLTE Roaming?**

   - NTT DoCoMo, Japan
   - AT&T, USA
   - KDDI, Japan
   - Verizon, USA
   - T-Mobile, USA
   - Digi, Malaysia
   - SKT, South Korea
   - AIS, Thailand
   - Northern Mariana Islands, IT&E
   - Optus, Australia
   - Telus, Canada
   - China Mobile, China
   - Telekom Deutschland, Germany
   - IT&E, Guam
   - HKT (CSL), Hong Kong
   - Bharti Airtel, India
   - Telkomsel, Indonesia
   - CTM, Macau
   - Maxis, Malaysia
   - Taiwan Mobile, Taiwan
   - AIS (AWN), Thailand

6. **If I turn off my Data Roaming, can VoLTE calls be made?**

My Singtel app Data Roaming Settings	Device Data Roaming Settings	Can VoLTE calls be made?
Data Roaming OFF	Data Roaming OFF	No
Data Roaming OFF	Data Roaming ON	No
Data Roaming ON	Data Roaming OFF	Yes
Data Roaming ON	Data Roaming ON	Yes

7. **Will VoLTE calls incur data charges?**

   No. It will not incur data charges or deduct from your data bundle. It will be charged at prevailing voice rates. However, VoLTE calls require roaming data to be switched on, and you may be charged for roaming data charges for usage beyond the VoLTE calls.

8. **Can I toggle between ON/OFF in the VoLTE settings on the device?**

   - For iOS devices – There is no option to toggle in the settings.
   - For Android devices – the feature is enabled by default in the handset settings, and it can be turned on or off.

9. **Can I make Toll-Free-Number calls for VoLTE?**

   No, Toll-Free call is not supported for VoLTE Roaming.

10. **How about USSD calls?**

    No, USSD is not supported for VoLTE Roaming.

11. **What if I cannot make voice calls at AT&T USA, Verizon USA or DoCoMo Japan?**

    The mentioned networks are strictly for roaming data only.

    To make voice calls (non-VoLTE), please manually select the following networks in your phone setting:
    - T-Mobile in USA
    - Softbank in Japan

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Data Roaming Network Setting

1. **What is data roaming network setting?**
   It is an additional setting which we've developed to give you ultimate control in managing your access of roaming data.

   This setting may be found and managed on:
   My Singtel app > … menu next to your mobile number > Settings.

2. **If my setting is OFF, what can I access?**
   You should still be able to connect to an overseas network but not able to use any data at all. Receiving/making voice calls and receiving/sending SMS is still possible at prevailing charges.

3. **What is auto-enablement of data roaming network setting?**
   This feature helps to turn ON the data roaming network setting automatically when you travel to a destination that is covered by your data roaming plan or roaming data bundle as part of your mobile plan. This means you may seamlessly use data the moment you land and get connected to a preferred network.

   Similarly, this feature also turns OFF your data roaming network setting automatically when you return back to Singapore from your travels.

   Do note that auto-enablement feature only works if you have not turned ON your data roaming network setting before you leave Singapore. If your setting is already enabled previously, there will be no change made to your setting.

4. **If I travel to a destination which is not covered by my data roaming plan, will I be charged if my Data Roaming network setting is OFF?**
   Since the Data Roaming network setting is OFF, you will not incur any roaming data usage, and will not be charged for data usage overseas. Voice/SMS usage is still chargeable at prevailing rates.

5. **Is turning on/off data roaming network setting free?**
   There is no charge to manage your data roaming network setting.

   The auto-enablement of data roaming network setting (as seen in #3) is also provided free to all Singtel Mobile postpaid residential customers. You will only need to pay for your data roaming plans and/or any other related data roaming usages.

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FAQs for AutoRoam and Pay-As-U-Roam

1. **What is the difference between AutoRoam and Pay-As-U-Roam?**

   AutoRoam and Pay-As-U-Roam enable you to connect to Singtel's roaming service (call, SMS, data) in more than 250 international destinations. AutoRoam has a recurring subscription fee of $10 per month and you can roam with no added surcharge to the Pay-Per-Use roaming rates. Pay-As-U-Roam has no recurring monthly fee but a 25% surcharge will apply to the Pay-Per-Use roaming rates.

2. **I have subscribed to AutoRoam at $10 per month. How much do I need to pay for the data roaming usage?**

   Your data roaming usage will be charged according to the prevailing Pay-Per-Use roaming data rates starting from $15/MB depending on the country that you are travelling in.

3. **I have subscribed to Pay-As-U-Roam. How much do I need to pay for the data roaming usage?**

   Your data roaming usage will be charged according to the prevailing Pay-Per-Use roaming data rates starting from $15/MB depending on the country that you are travelling in. In addition, a 25% surcharge will be applied on the accumulated data roaming rates.

4. **I have subscribed to AutoRoam at $10 per month. Why do I still need to subscribe to a roaming plan?**

   AutoRoam is a roaming enabler that enables you to connect to Singtel's roaming service in more than 256 international destinations. To avoid incurring Pay-Per-Use roaming data rates that start from $15/MB, you can subscribe to a roaming plan that suit your needs. Visit My Singtel app to view the range of roaming plans.

5. **I have subscribed to Pay-As-U-Roam. Why do I still need to subscribe to a roaming plan?**

   Pay-As-U-Roam is a roaming enabler that enables you to connect to Singtel's roaming service in more than 256 international destinations. To avoid incurring Pay-Per-Use roaming data rates that start from $15/MB and an additional surcharge of 25%, you can subscribe to a roaming plan that suit your needs. Visit My Singtel app to view the range of roaming plans.

   Note: The 25% surcharge is not applicable on the subscription of all roaming plans.

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FAQs for ReadyRoam & Auto Subscribe to ReadyRoam

1. **What are the pre-requisites for subscribing to ReadyRoam?**

   a. You must have:
      - Either an AutoRoam or Pay-As-U-Roam subscription; and
      - GPRS service;

   b. You must be a Singtel postpaid mobile customer with a mobile line registered under your personal NRIC. Please check with your respective account manager if your mobile line is registered under business registered number (BRN).

   c. You should not have Auto-Subscribed to DataRoam Unlimited Daily.

2. **What are the channels available for me to subscribe to ReadyRoam?**

   You can subscribe to the plan via the following channels
   - My Singtel app > Roaming
   - Online via My Account
   - Call 1688 (S$10.90 activation fee applies)

3. **Will the start and end date of ReadyRoam plans be based on the timing of the foreign destination that I am in?**

   The ReadyRoam plans' validity is based on Singapore date and time. Your plan starts immediately if you choose the same day as your date of activation, or at 00:00h Singapore time for future-dated activation. With a 30-day validity period, the plan ends on the 30th day of activation at 23:59h Singapore time.

4. **I am transiting via Japan on 1 November and will arrive in USA on 31 October (US Eastern Standard Time). Which start date should I select for ReadyRoam Worldwide 6GB Plan to use roaming data in both destinations?**

   As USA is 13 hours behind Japan, please select the start date as 31 October to use the ReadyRoam Worldwide 6GB data bundle across both destinations.

5. **Can I subscribe to ReadyRoam plans in advance?**

   Yes, you can subscribe up to 30 days in advance of the selected start date.

6. **Can I subscribe to another ReadyRoam 30 Days Plan after I have utilised the purchased data bundle within 30 days?**

   You do not need to subscribe to another ReadyRoam plan when you have fully utilised the purchased data bundle within the current plan's 30-day validity period. Another new data bundle of the same rate and coverage will be automatically activated and be valid within the 30-day validity period. Do note that there is no extension of the validity period.

7. **What happens if I did not completely utilise the purchased data bundle within 30 days?**

   There will be no refund given for unused data allowance. All unused data allowance will expire at 23:59hrs of the 30th day upon activation.

8. **I am travelling to Malaysia and Thailand. Can I use ReadyRoam Asia 4GB Plan in both destinations?**

   Yes, you can use the 4GB data bundle across any of the 18 destinations if your travel period to both destinations is within 30 days. E.G. 2GB in Malaysia and 2GB in Thailand.

9. **I am travelling to Malaysia and Thailand and have both DataRoam 2GB Malaysia Monthly Recurring and ReadyRoam Asia 4GB. Can I subscribe to both roaming plans for my trip?**

   Yes, you can subscribe to both roaming plans. If you are in Malaysia first, data usage will be deducted from DataRoam 2GB Malaysia Monthly Recurring Plan followed by ReadyRoam Asia 4GB Plan. When the bundled data from both plans have been fully utilised, you will be automatically provided with another ReadyRoam Asia 4GB at prevailing charges.

10. **I am travelling to China and Belgium. Should I subscribe to both ReadyRoam Asia 4GB and ReadyRoam Worldwide 6GB plans?**

    Yes, you can subscribe to both roaming plans. If you are in China first, data usage will be deducted from ReadyRoam Asia 4GB Plan followed by ReadyRoam Worldwide 6GB Plan. When the bundled data from both plans have been fully utilised and you are still in China, you will be automatically provided with another 4GB of data at prevailing rates. If you are in Belgium, another 6GB of data will be provided automatically to you at prevailing rates.

    Alternatively, you may subscribe to just ReadyRoam Worldwide 6GB to cover China and Belgium which are both within its 81 destinations.

11. **Will I receive any alerts on my data usage consumption?**

    Yes, alerts will be sent to you via SMS or email when you have utilised 80% and 100% of your bundled data. You can set where to receive the alert settings via My Singtel app > Roaming.
    Do note that the expiry alerts will be sent on Singapore time zone.

12. **How can I check my data usage consumption?**

    You can check via My Singtel app > “View Roaming”.

13. **I have subscribed to ReadyRoam plan. When do I receive expiry alerts?**

    Your subscribed ReadyRoam plan expires after 30 days, at 23:59hrs Singapore time.

    The expiry alerts are sent 24 hours and 3 hours prior to the expiry time.

14. **Can I sign up for two or more ReadyRoam plans of the same zone (e.g. ReadyRoam Asia) with overlapping subscription periods?**

    You can subscribe only to one ReadyRoam plan of the same zone within the 30-day period. For your convenience, multiples of the data allowance of the same subscribed ReadyRoam plan will be added automatically when you have fully utilised the data allowance at the same prevailing rates. If you wish to continue subscription after the 30-day validity period, you may sign up for the ReadyRoam plan to start on the day after your current validity period. For example, if your ReadyRoam Asia plan is valid for 1-30 October, the next plan can start from 31 October.

15. **Can I sign up for three different ReadyRoam plans at the same time?**

    Yes, you can subscribe to different ReadyRoam plans within the same 30-day period. Data usage will be deducted from ReadyRoam Neighbours first, followed by ReadyRoam Asia 4GB, ReadyRoam Worldwide 6GB and lastly ReadyRoam Others 1GB.

16. **Can I subscribe to ReadyRoam plan and DataRoam Unlimited Daily for the same destination within the same travelling period?**

    Yes. Data usage will be deducted from the DataRoam Unlimited Daily first. Data will only be deducted from your ReadyRoam plan bundle on the days that you do not have a DataRoam Unlimited Daily plan or are outside of your DataRoam Unlimited Daily plan destination coverage.

17. **I am Auto-Subscribed to DataRoam Unlimited Daily. Can I subscribe to ReadyRoam plans?**

    Please note that you will not be able to subscribe to ReadyRoam plans if you have auto-subscribed to DataRoam Unlimited Daily. Please unsubscribe from the auto-subscription via My Singtel app.

18. **If I have activated a ReadyRoam plan but would like to have more data, can I terminate my ReadyRoam plans and subscribe to a DataRoam Unlimited Daily plan instead?**

    Once ReadyRoam plan has been purchased, you will not be able to terminate the plan. You can subscribe to additional DataRoam Unlimited Daily plan to enjoy unlimited data roaming for the subscribed period.

19. **Is there Pay-As-U-Roam surcharge for the subscription of ReadyRoam plans?**

    No, there is no Pay-As-U-Roam surcharge for the subscription of ReadyRoam plans.

20. **How will the charges for ReadyRoam plan be reflected in my bill?**

    Below is a sample bill of how the subscription charge will be reflected in your mobile bill.

		Amount (SGD)
	One Time Charge *(05 Sep 2023)*	**50.00**
Z	ReadyRoam Neighbours 1GB (05-Sep-23 to 04-Oct-23)	5.00
G	SIM Card	35.00
G	Service Registration Fee	10.00

If you have exceeded the purchased bundled data, the charges from the automatically added data allowance (in multiples of bundled data) will be reflected under Data Roaming Usage section within the same bill.

Data Roaming Usage (1MB = 1024KB)		**15.00**
Date *Destination*	*Volume*	
Malaysia - DiGi Telecom		
11 Sep E-IDEAS	3.5000 GB	15.00

For example, you have subscribed to a ReadyRoam Neighbours 1GB Plan and incurred 3.5 GB of data in Malaysia. The subscription price of $5 will be reflected under the 'One Time Charge' section. The automatically activated charges of $15 (3 x $5/GB) for the excess 2.5GB will be reflected under 'Data Roaming Usage' section.

21. When should I activate Auto-Subscribe to ReadyRoam plans (AutoReadyRoam)?

If you are a frequent traveler, AutoReadyRoam saves you the hassle of manually activating a ReadyRoam plan each time you travel. When you use roaming in any of the 157 destinations on our preferred networks, we will automatically activate the most affordable ReadyRoam plan for you based on your location and active ReadyRoam plan coverage.

22. What are the channels available for me to activate AutoReadyRoam?

To activate AutoReadyRoam, you only need to perform a one-time activation via My Singtel app > Roaming > Roaming Settings > Auto-subscribe to ReadyRoam

23. Do I need to pay for the AutoReadyRoam service?

No, AutoReadyRoam is a FREE service which you can subscribe before you travel. However, the subscription fee of the activated ReadyRoam plans is charged separately at prevailing rates.

24.Which ReadyRoam plan be activated automatically when I travel to any of the 157 countries?

The lowest ReadyRoam tier will be automatically activated for all countries.

25. I am travelling to Malaysia only, what plan will I be provided with AutoReadyRoam?

AutoReadyRoam will automatically provide you with ReadyRoam Neighbours 1GB plan at $5.

If you are a frequent traveler to Malaysia, you can also subscribe to our DataRoam Malaysia Monthly 2GB plan at $10 per month or our DataRoam Malaysia Monthly 6GB plan at $16 per month (3-month contract applies).

26. What happens if I am subscribed to AutoReadyRoam and I subscribe for a ReadyRoam Asia 4GB plan manually before my travel?

If you have subscribed to any ReadyRoam plan manually, additional ReadyRoam plans for the same coverage will not be activated via AutoReadyRoam.

For example, you have already subscribed to AutoReadyRoam and you manually activate a ReadyRoam Asia 4GB plan via My Singtel app before you leave Singapore. When you use data roaming in any of the 18 destinations, you will not be auto-activated with another ReadyRoam plan via AutoReadyRoam. In your bill, you will only be subscribed to one ReadyRoam Asia 4GB plan at prevailing rates. If you enter a destination that is not covered under the ReadyRoam Asia 4GB plan, then another ReadyRoam plan of a higher tier will be automatically activated for you.

27. I am travelling to more than one country in 30 days, will I be charged for two plans?

AutoReadyRoam will automatically activate the most affordable multi-destination ReadyRoam plan for you when data usage is detected on a preferred operator network in any of the 157 destinations covered.

For example:

a. If you travel to Australia (first country), ReadyRoam Asia 4GB will be automatically activated. If you travel to Indonesia (second country) within the next 30 days, no additional ReadyRoam plans will be auto-activated as both countries are covered under the ReadyRoam Asia 4GB plan.

b. If you travel to USA (first country), ReadyRoam Worldwide 6GB will be automatically activated. If you travel to Indonesia (second country) within the next 30 days, no additional ReadyRoam plans will be auto-activated as both countries are covered under the ReadyRoam Worldwide 6GB plan.
c. If you travel to Australia (first country), ReadyRoam Asia 4GB will be automatically activated. If you travel to USA (second country), ReadyRoam Worldwide 6GB will be automatically activated because ReadyRoam Asia 4GB does not cover USA. In your bill, you will be charged for both ReadyRoam plans respectively.

Your 30-day coverage for each ReadyRoam plan will commence from the day the plan is activated. For example: You travel to Australia on 5 Nov, followed by USA on 20 Nov. Australia activation for ReadyRoam Asia 4GB plan will be from 05 Nov to 04 Dec, and USA activation for ReadyRoam Worldwide 6GB plan will be from 20 Nov to 19 Dec.

28. What happens when my bundled data is used up?

Should this happen within your 30-day ReadyRoam plan validity period, you will be automatically provided with additional data in the same blocks of data allowance and at the same prevailing rates. To illustrate:

Plan	**Price**	**Data allowance**	**Usage beyond data allowance within 30-day validity**
ReadyRoam Neighbours 1GB (Indonesia, Malaysia and Thailand)	$5	1GB	Blocks of 1GB at $5
ReadyRoam Asia 4GB	$18	4GB	Blocks of 4GB at $18
ReadyRoam Worldwide 6GB	$40	6GB	Blocks of 6GB at $40
ReadyRoam Others 1GB	$60	1GB	Blocks of 1GB at $60

29. What happens if I am subscribed to AutoReadyRoam and I travel to a destination that is not covered by any of the ReadyRoam plans?

As there is no existing data roaming plan in the destination, you will be subject to data roaming charges at Pay-Per-Use rates from $15/MB. If you wish to stop using roaming data, simply go to My Singtel app > “Settings” to disable your dataroam network settings.

30. I am currently subscribed to the Auto-subscribe to DataRoam Unlimited Daily, can I also subscribe to the AutoReadyRoam?

If you are currently auto-subscribed to DataRoam Unlimited Daily, you will need to unsubscribe the auto-subscription from My Singtel app > Roaming Settings. You will be able to subscribe to AutoReadyRoam thereafter.

31. What is the difference between AutoReadyRoam and Auto-subscribe to DataRoam Unlimited Daily?

AutoReadyRoam automatically activates the most affordable tier of multi-destination ReadyRoam plans that include the 1GB Neighbours 3 destinations plans, 4GB Asia 18 destinations plan, 6GB Worldwide 81 destinations plan and 1GB Others 157 destinations plan when you use data roaming in any of the ReadyRoam destinations on our preferred operator networks.

Auto-Subscribe DataRoam Unlimited Daily automatically activates a DataRoam Unlimited Daily plan at $19/ $25/ $29 per day per destination when data usage is detected on our preferred networks in the same 157 destinations.

32. I am a MobileShare customer and have subscribed to AutoReadyRoam on my main line. Will my supplementary lines be able to enjoy this feature as well?

ReadyRoam plans are not shareable between the main and supplementary lines for MobileShare. If your supplementary lines would like to enjoy the AutoReadyRoam service, they will need to subscribe to it via My Singtel app.

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FAQs for DataRoam Monthly Plans

1. **What are the pre-requisites for subscribing to DataRoam Monthly plans?**

   a. You must have:
      - Either an AutoRoam or Pay-As-U-Roam service; and
      - GPRS service

   b. You must be a Singtel postpaid mobile customer
   c. You should not have Auto-Subscribed to DataRoam Unlimited Daily.

2. **What are the channels available for me to subscribe to DataRoam Monthly plans?**

   You can subscribe to the plan via the following channels
   - My Singtel app > Roaming
   - Online via My Account
   - Call 1688 (S$10.90 activation fee applies)

3. **Can I carry forward any unused data to the following month?**

   No, you are not able to.

4. **How will I be charged if I have used data bundle?**

   Excess data beyond the allotted data bundle on preferred networks will be chargeable at $0.005/MB (≈$10/2GB) for the DataRoam Malaysia Monthly 2GB plan and S$0.003/MB (≈$16/6GB) for the DataRoam Monthly Malaysia 6GB plan.

   Excess data beyond the allotted data bundle on preferred networks will be chargeable at $0.009/MB (≈$10/GB) for the DataRoam Australia Monthly 1GB plan and S$0.003/MB (≈$20/6GB) for the DataRoam Monthly Australia 6GB plan.

5. **How will I be charged if I do not use data on preferred network?**

   Network Lock will be activated therefore you will not be able to use data on non-preferred networks. However, if you decide to disable Network Lock and use data on non-preferred networks, you will be chargeable at prevailing pay-per-use rates.

   Note: If you have turned off Network Lock before, you will have to manually turn it on to be protected.

6. **What is the contract term? Do I have to pay a penalty if I terminate on the 2nd month?**

   A minimum of 3-month contract applies for DataRoam Malaysia Monthly 6GB and DataRoam Australia Monthly 6GB plans. An early termination charge applies if you unsubscribe within the 3-month contract period.

   A minimum of 1-month contract applies for DataRoam Malaysia Monthly 2GB and DataRoam Australia Monthly 1GB plans.

7. **Will the plans terminate automatically?**

   The plan will continue to provide you with the data allowance monthly. If you wish to unsubscribe the plan, you may do so via My Singtel app or MyAccount. Alternatively, please call the 1688 hotline (admin fee of $10.80 applies).

8. **What happens if I sign up in the middle of my bill cycle?**

   You will be charged on a pro-rata basis for the remaining of your bill cycle, and the fully monthly rate for the following month.

9. **What happens if I transfer my line to someone else?**

   The service will be available to the transferee (Customer B). The transferee follows transferor's (Customer A) tenure.

10. **I have both DataRoam Unlimited Daily Malaysia plan and DataRoam Malaysia Monthly 2GB plan. When I use my data, what is the sequence of data deduction from both plans?**

    Data usage will be deducted from the bundled data in your DataRoam Unlimited Daily Malaysia plan, followed by DataRoam Malaysia Monthly 2GB plan.

11. **Are MobileShare lines eligible for DataRoam Monthly plans?**

    Yes, MobileShare supplementary lines can sign up for this plan. However, the data bundle cannot be shared between the main and supplementary lines.

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FAQs for DataRoam Unlimited Daily & Auto-Subscribe Unlimited Daily

1. **What is the coverage for DataRoam Unlimited Daily Plans?**

$19/day	$25/day	$29/day	
Australia	Anguilla	Albania	Jordan
Brunei	Antigua and Barbuda	Argentina	Kazakhstan
Burkina Faso	Bangladesh	Armenia	Kuwait
Cambodia	Barbados	Aruba	Latvia
Chad	Cayman Islands	Austria	Lithuania
Gabon	China	Azerbaijan	Macedonia
Ghana	Dominica	Belarus	Maldives
Hong Kong	El Salvador	Bahrain	Malta
India	Grenada	Belgium	Mauritius
Indonesia	Jamaica	Belize	Mexico
Kenya	Japan	Bermuda	Moldova
Kyrgyzstan	Jersey	Bosnia and Herzegovina	Monaco
Laos	Liechtenstein	Brazil	Mongolia
Macau	Luxembourg	British Virgin Islands	Montenegro
Madagascar	Montserrat	Bulgaria	Morocco
Malaysia	Nicaragua	Canada	Mozambique
Niger	Panama	Cape Verde	Myanmar (Data roaming currently unavailable until further notice)
Nigeria	Papua New Guinea	Chile	
Pakistan	Peru	Colombia	
Philippines	Saudi Arabia	Cameroon	Nauru
Seychelles	Serbia	Congo DRC	Nepal
Sierra Leone	Slovenia	Costa Rica	Netherlands
South Korea	St. Kitts and Nevis	Cote d' Ivoire (Ivory Coast)	New Zealand
Sri Lanka	St. Lucia	Croatia	Norway
Taiwan	St. Vincent and The Grenadines	Cyprus	Oman
Tanzania	Turks and Caicos	Czech Republic	Palestine
Thailand	Uzbekistan	Denmark	Paraguay
Timor-Leste		Dominican Republic	Poland
Uganda		Ecuador	Portugal
		Egypt	Puerto Rico
		Estonia	Qatar
		Faroe Islands	Reunion
		Fiji	Romania
		Finland	Russia
		France	Rwanda
		Germany	Slovak Republic
		Georgia	South Africa
		Greece	Spain
		Gibraltar	Sudan
		Guam	Sweden
		Guatemala	Switzerland
		Guernsey	Tajikistan
		Haiti	Tonga
		Hungary	Tunisia
		Iceland	Turkey
		Iran	UAE
		Ireland	United Kingdom (UK)
		Isle of Man	Ukraine
		Israel	Uruguay
		Italy	USA
			Vanuatu

		Vietnam Zambia

2. What are the pre-requisites for subscribing to DataRoam Unlimited Daily Plans?

a. You must have:
   - Either an AutoRoam or Pay-As-U-Roam service; and
   - GPRS service

b. You must be a Singtel postpaid mobile customer
c. You should not have AutoReadyRoam

3. What are the channels available for me to subscribe to DataRoam Unlimited Daily Plans?

You can subscribe to the plan via the following channels
- My Singtel app > Roaming
- Online via My Account
- Call 1688 (S$10.90 activation fee applies)

4. Can I subscribe to DataRoam Daily Unlimited Plans in advance?

Yes, you can subscribe to the plans up to 30 days in advance.

5. Why am I charged for data roaming usage even when I'm in Singapore?

Due to our close proximity to our neighboring countries, you may occasionally receive a signal from an overseas operator even though you are in Singapore. If you encounter such a problem or to prevent accidentally roaming to a foreign network, please manually select 'Singtel' on your mobile handset/device.

6. Why am I being charged for data roaming even though I have signed up for DataRoam Unlimited Daily Plans?

DataRoam Unlimited Daily Plans are only applicable if you log on to the preferred networks. Please ensure you are logged on to the correct partner network when roaming overseas. Please activate My Singtel app and select "Roaming" or refer to our Roaming User Guide for a list of our preferred networks.

7. What is the supported network and handset display for my DataRoam Unlimited Daily Plans?

You can view the partner networks online here or via My Singtel app > "Roaming".

8. Will I receive any expiry and usage alerts for my DataRoam Unlimited Daily Plans?

Yes, you will receive alerts 3 hours before your plan expires and upon expiry.

Note: Alerts are sent out based on Eastern Standard Time for destinations with multiple time zones.

9. Are the alerts free?

There is no roaming charge when you receive the SMS alert. However, there will be data charges if you choose to view email alerts via mobile.

10. How can I view my data roaming usage?

You can view it via My Singtel app > "View Roaming".

Please note that the prevailing roaming data charges apply if you are checking overseas.

11. **What is Daily Fair Usage Policy?**

    In order to provide customers with fast and reliable mobile internet service, all DataRoam Unlimited Daily Plans are subject to daily fair usage policy. Please refer to these FAQs for details.

12. **When should I activate the auto-subscription to DataRoam Unlimited Daily Plans?**

    If you are a frequent traveller who would like to enjoy seamless mobile data connectivity, you can auto-subscribe to a DataRoam Unlimited Daily Plan when you use data roaming in over 100 destinations. An unlimited daily data plan will be automatically activated when data usage is detected on preferred network in any Singtel-covered destination.

13. **What are the channels available for me to auto-subscribe to DataRoam Unlimited Daily Plans?**

    To auto-subscribe to DataRoam Unlimited Daily Plans, you only need to perform a one-time activation via My Singtel app > Roaming > Roaming Settings > Auto-Subscribe to DataRoam

14. **Do I need to pay for the auto-subscription to DataRoam Unlimited Daily Plans?**

    No, auto-subscription to DataRoam Unlimited Daily is a free service. However, the subscription fees of the activated DataRoam Unlimited Daily Plans are charged separately and are based on prevailing rates which can be found here.

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FAQs for Fair Usage Policy

1. **What is included in my DataRoam Unlimited Daily Plan subscription?**

   For a daily flat rate, you will enjoy unlimited data for the day.

2. **What is Daily Fair Usage Policy?**

   In order to provide customers with fast and reliable mobile internet service, all DataRoam Unlimited Daily and BlackBerry DataRoam plans subscribers are subject to Daily Fair Usage Policy. The Daily Fair Usage Policy reduces the speeds of a minority of users who are responsible for generating large volumes of traffic on our roaming partner's networks. These users often download large-format files such as music, videos and movies consistently.

   If Customers exceed the daily fair usage, Singtel may impose a speed limit without prior notification. This speed limit will be lifted at 00:00h (based on destination time) the following day.

3. **Is the Fair Usage Policy being communicated on the website?**

   Please find the Fair Usage Policy under the Terms & Conditions for DataRoam Unlimited Daily.

4. **What is the Daily Fair Usage Limit?**

   The Daily Fair Usage Limit is subjected to change without prior notification depending on network capacity and traffic management.

5. **Will I still be able to use data roaming after I have exceeded the Daily Fair Usage Limit?**

   Yes you may continue using roaming data for the rest of your subscription period. However, you may experience slower speeds for heavy internet activities like streaming and downloads.

6. **Are there any alternatives to increase the speed limit after I have exceeded the Daily Fair Usage Limit?**

   No, there are no alternatives to increase the speed limit after you have exceeded the Daily Fair Usage Limit. The Fair Usage Policy will be lifted the next day and you can continue to enjoy normal surfing speeds.

   DataRoam Unlimited Daily Plans are generally meant for normal surfing, emails, browsing and search activities. Customers who frequently use file-sharing software or peer-to-peer/torrent apps on their phones/tablets to download large files such as music, videos and movies consistently may wish to explore local wifi connectivity as an alternative for such activities.

7. **Why am I experiencing slow data roaming speeds?**

   Data roaming speed may vary depending on:
   - Overseas network coverage
   - Overseas network capacity
   - Daily Fair Usage Policy

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FAQs for Inflight DataRoam (24-hour Unlimited) Plan

1. What are the pre-requisites for subscribing to Inflight DataRoam (24-hour Unlimited) Plan?

a. You must have:
- Either AutoRoam or Pay-As-U-Roam service; and
- GPRS service

b. You must be a Singtel postpaid mobile customer.

2. How do I sign up for Inflight DataRoam (24-hour Unlimited) Plan?

You can subscribe to the plan via the following channels
- My Singtel app > Roaming
- Call 1688 (S$10.90 activation fee applies)

We recommend you to sign up before your flight, as data is needed to access My Singtel app.

To troubleshoot your connectivity, reset your network by turning on/off airplane mode or switching off/on your mobile phone.

3. Which airlines offer Inflight DataRoam (24-hour Unlimited) Plan?

This plan is currently available on selected aircraft under Singapore Airlines and other airlines partnered with Aeromobile. The cabin crew on the flight will make an announcement if an inflight service is available. Please check with cabin crew on Aeromobile connectivity.

4. What is the speed of the Inflight DataRoam (24-hour Unlimited) Plan?

Inflight DataRoam (24-hour Unlimited) Plan supports messaging optimally. If you'll like to share photos or surf on content & image intensive sites, your experience may not be optimal.

The network speed of inflight connectivity is dependent on the network operator and the regulations governing air travel. The inflight network operators are constantly reviewing and innovating their services to provide a better surfing experience for the customers.

5. I will be travelling from United Kingdom to Singapore with different time zones. How will I be charged for the Inflight DataRoam (24-hour Unlimited)?

Inflight DataRoam (24-hour Unlimited) plan will end the day after activation on 23:59hrs Singapore time. If the total travelling time for your flight from United Kingdom to Singapore is less than 24 hours, you will only need to subscribe to one Inflight DataRoam (24-hour Unlimited) Plan. Please check the status of your subscribed plan via My Singtel app > Roaming.

6. I will be travelling from Singapore to Japan and will be stopping over in Hong Kong for a few hours. Can I use the Inflight DataRoam (24-hour Unlimited) plan for both flights?

Inflight DataRoam (24-hour Unlimited) plan can cover all your flights as long as they are within the validity period of your plan and the aircrafts support in-flight data roaming by Aeromobile.

7. I have Auto-Subscribed to DataRoam Unlimited Daily, will the Inflight DataRoam (24-hour Unlimited) Plan be automatically activated when I start to use data in the aircraft during a cruising flight?

You will need to subscribe to the Inflight DataRoam (24-hour Unlimited) Plan in order to enjoy unlimited data while flying. Auto-subscribe to DataRoam Unlimited Daily plan will only activate DataRoam Unlimited Daily plans when you are at one of the covered destinations.

8. I have Auto-Subscribed to DataRoam Unlimited Daily. Why am I being activated with a DataRoam Unlimited Daily Malaysia Plan when I am in the aircraft?

During take-off or landing, a DataRoam Unlimited Daily Plan may be automatically activated due to low elevation of the aircraft, and strong signals from ground levels.

9. I have received the SMS check from SIA and would like to continue using data. Will there be any roaming charges if I reply to the SMS?

Yes, roaming SMS charges will apply based on the prevailing rates.

10. Are MobileShare lines eligible for In-flight Unlimited Data Plan?

Yes, MobileShare supplementary lines can sign up for the plan. However, the plan cannot be shared between the main and supplementary lines.

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FAQs for SMSVoiceRoam 7 Days

1. **What is the coverage for SMSVoiceRoam 7 Days?**

Countries	Zone	Subscription	Bundled Mins	Bundled SMS
Malaysia/ Brunei	1	$20	30	60
Asia	2	$20 (U.P. $40)		
Europe/ US	3	$60		
Rest of World	4	$90		

Zone 1	Brunei, Malaysia
Zone 2 - Asia	Australia, Bangladesh, Cambodia, China, Hong Kong, India, Indonesia, Japan, Laos, Macau, Myanmar, New Zealand, Papua New Guinea, Philippines, South Korea, Sri Lanka, Taiwan, Thailand, Tonga, Vanuatu, Vietnam
Zone 3 – Europe/ USA	Albania, Austria, Bahamas, Belgium, Bulgaria, Burkina Faso, Canada, Cayman Islands, Costa Rica, Croatia, Czech Republic, Denmark, Dominica, Estonia, Finland, France, Germany, Greece, Guam, Guatemala, Haiti, Hungary, Iceland, Ireland, Italy, Jersey, Latvia, Lithuania, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Russia, Serbia, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, Tahiti, United Kingdom, USA, Ukraine
Zone 4 – Rest of the World	Afghanistan, Algeria, Andorra, Angola, Anguilla, Antigua and Barbuda, Argentina, Armenia, Aruba, Azerbaijan, Bahrain, Barbados, Belarus, Belize, Benin, Bermuda, Bhutan, Bolivia, Bosnia, Botswana, Brazil, British Virgin Islands, Burundi, Cameroon, Cape Verde, Chad, Chile, Colombia, Congo DRC, Cote d'Ivoire (Ivory Coast), Cuba, Cyprus, Ecuador, Egypt, El Salvador, Equatorial Guinea, Ethiopia, Faroe Islands, Fiji, Gabon, Gambia, Georgia, Ghana, Gibraltar, Grenada, Guinea Bissau, Guyana, Honduras, In-Flight, Iran, Iraq, Isle of Man, Israel, Jamaica, Jordan, Kazakhstan, Kenya, Kuwait, Kyrgyzstan, Lebanon, Liberia, Liechtenstein, Luxembourg, Macedonia, Madagascar, Malawi, Maldives, Mali, Maritime, Mauritania, Mauritius, Mexico, Moldova, Mongolia, Montenegro, Montserrat, Morocco, Mozambique, Namibia, Nepal, New Caledonia, Nicaragua, Niger, Nigeria, Oman, Pakistan, Palestine, Panama, Paraguay, Peru, Qatar, Reunion, Rwanda, Saudi Arabia, Senegal, Seychelles, Sierra Leone, South Africa, St. Kitts and Nevis, St. Lucia, St. Vincent, Sudan, Suriname, Swaziland, Syria, Tajikistan, Tanzania, Timor-Leste, Togo, Trinidad & Tobago, Tunisia, Turkey, Turkmenistan, Turks and Caicos, Uganda, United Arab Emirates, Uruguay, Uzbekistan, Venezuela, Yemen, Zambia, Zimbabwe

2. **What are the pre-requisites for subscribing to SMSVoiceRoam 7 Days?**

   a. You must have either
   b. An AutoRoam or Pay-As-U-Roam service. You must be a Singtel postpaid mobile customer.

3. **What are the types of call available for the bundled minutes?**

   You can use the bundled minutes for the following type of calls:
   - Incoming: User receives an incoming call. This is subjected to re-routed call charges.
   - Outgoing Call Local: User makes an outgoing call to a local number in the destination that the user is travelling in.
   - Outgoing Call Singapore: User makes an outgoing call back to Singapore

Note:

1. The connection fee for each incoming or outgoing voice and video call to Malaysia and Brunei is S$0.25 per call. For all other countries, the connection fee for each incoming or outgoing voice and video call is S$0.35 per call.
2. If you receive and answer a call while overseas: You will be charged both the incoming call roaming rate and rerouted IDD call charges in 1-minute increments. Rerouted IDD calls are calls you receive while you are overseas that have been rerouted from Singapore to the destination you are in. You will be billed the Singtel IDD rate. If you have voicemail or call forwarding service, calls received overseas which are answered by voicemail or forwarded are deemed to be answered incoming calls and both charges will apply.
3. If you receive a call while overseas and reject or ignore the call: Operators in USA and Canada may start charging upon ringing regardless of whether the incoming calls are answered. Operators outside of USA and Canada do not charge for unanswered incoming calls. This is subject to change by our overseas roaming partners.

4. **How will I be charged if I have used up the bundled 30 minutes of voice call or 60 SMSes?**

   You will be charged at prevailing voice and SMS roaming rates.

5. **What happens if I subscribe to SMSVoiceRoam 7 Days in the middle of my bill cycle? Will it be subjected to pro-ration?**

   This plan is independent of the bill cycle. Hence your subscription and your bundled voice and SMS will not be pro-rated.

6. **Can I transfer my plan to someone else? What will happen to the plan when I do so?**

   Yes, it is possible to transfer your plan. The service will be available to the transferee (Customer B). The transferee follows transferor's (Customer A) tenure.

7. **Can I have 2 SMSVoiceRoam 7 Days plans of the same zone at any one time?**

   No, you are not able to.

8. **Can I purchase 2 SMSVoiceRoam 7 Days plans of different zones at any one time?**

   Yes, you are able to.

9. **Is SMSVoiceRoam 7 Days a recurring plan?**

   No, SMSVoiceRoam 7 Days will automatically deactivate at 12 midnight, 7 consecutive days after the date of activation or upon exhaustion of the bundled minutes and SMS, whichever is earlier.

10. **Will my call be covered under SMSVoiceRoam 7 Days Asia if I call my friend who is in Korea from Taiwan?**

    No, this will be considered Call International, and it will not be covered within the plan.

11. **Will the start and end date of SMSVoiceRoam plans be based on the timing of the foreign destination that I am in?**

    Yes, the start and end date of SMSVoiceRoam plans will be based on the timing of the foreign destination that you are in. For destinations with multiple timezones, it will be based on the earliest timezone (e.g. Eastern Standard Time for USA).

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